

DOE/DSNY COMMUNICATION PROTOCOL

MISSED COLLECTIONS, DROP-OFFS, ILLEGAL DUMPING:

1. Custodian reaches out directly to the responsible DSNY district
2. Custodian records communication with DSNY district office in Log
3. If the problem persists without resolution, custodian submits escalation form with completed communication log to the [Sustainability Office](#)
4. Sustainability Office forwards form and log to DSNY Main Collection Office
5. Collections will investigate and hopefully resolve the issue

SPECIAL PICK-UP REQUESTS, CLEAN-OUTS, AND SPECIAL CONTAINER REQUESTS:

1. Custodian emails [Sustainability Office](#) with the following information:
 - a. Building Code
 - b. Borough
 - c. Address
 - d. Description of Items and Quantity
 - e. Date special request needed
 - f. Building Contact name and email/phone
2. Sustainability Office relays request to DSNY
3. DSNY will send an officer to site to evaluate need

ORGANICS COLLECTION BIN ISSUES:

- Follow the instructions in the [Bin Replacement Policy](#)

NON-OPERATIONAL ISSUES (VISITS TO SCHOOLS, MORE OUTREACH):

- Custodian emails Sustainability Office
- Sustainability Office will in turn notify DSNY
- DSNY will respond to need

LITERATURE REQUESTS (POSTERS, DECALS, EDUCATIONAL INFO, SCHOOL RECYCLING GUIDE):

- Order online at www.nyc.gov/organics

**** ALL instructions and forms referenced are available online at:**

<http://schools.nyc.gov/community/facilities/sustainability/facilitymanagers/howtodo/>

DSNY DISTRICT CONTACT LIST

Ask for the District Superintendent or Supervisor.

Find your DSNY District # (same as your Community Board #):

<http://on.nyc.gov/address-info>

MANHATTAN BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
1	212-732-5014
2	212-807-8525
3	212-732-6468
4	212-506-7402
5	646-885-0956
6	212-868-0286
7	212-506-7415
8	212-942-0272
9	718-292-7531
10	212-862-7427
11	212-369-6414
12	212-567-4600

QUEENS WEST BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
1	718-786-4702
2	718-334-9070
3	718-334-9057
4	718-334-9062
5	718-326-9804
6	718-476-9759
9	718-847-8466

QUEENS EAST BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
7	718-746-2412
8	718-835-7446
10	718-835-8833
11	718-217-8697
12	718-835-9066
13	718-525-7758
14	718-734-3711

STATEN ISLAND BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
1	718-447-3543
2	718-370-5409
3	718-317-7885

BRONX BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
1	718-993-0224
2	718-542-0850
3	718-993-0320
4	718-993-7516
5	718-293-5050
6	347-565-2048
7	212-569-5460
8	212-569-6022
9	718-828-5646
10	718-828-5400
11	718-828-0681
12	718-325-6867

BROOKLYN NORTH BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
1	718-571-6405
2	718-768-4105
3	718-386-4726
4	718-571-6415
5	718-649-3074
8	718-756-7027
9	718-284-2467
16	718-257-1520
17	718-257-3874

BROOKLYN SOUTH BOROUGH	
<u>DIST</u>	<u>TELEPHONE NUMBER</u>
6	718-768-5795
7	718-439-3700
10	718-492-6447
11	718-714-2708
12	718-837-0802
13	718-372-2961
14	718-629-6694
15	718-769-2333
18	718-257-3547